

Complaints Policy

Date: 31/08/2021

Reviewed: 01/09/2025

Next Review Due: 01/09/2030

Policy Owner: Marc Truyens

1. Purpose

This policy sets out how Marc Truyens manages complaints or concerns raised by schools, students, parents, or other stakeholders.

It aims to ensure that any complaint is dealt with **fairly, promptly, and respectfully**, in line with principles of professionalism, accountability, and good practice in education and career guidance.

2. Scope

This policy applies to all aspects of the services provided by Marc Truyens, including:

- One-to-one or group career guidance sessions;
- Coaching and mentoring activities;
- Written reports, assessments, or feedback;
- Communication with schools, students, or parents.

It covers complaints raised by:

- School staff or management;
 - Students (typically through the school);
 - Parents or carers;
 - Partner organisations.
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3. Definition of a Complaint

A *complaint* is any expression of dissatisfaction about the service provided, whether justified or not, which requires a response.

This could include concerns about:

- The quality or accuracy of career guidance;

- Conduct, behaviour, or professionalism;
 - Confidentiality or safeguarding issues;
 - Communication, timeliness, or administrative matters.
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4. Guiding Principles

All complaints will be handled according to the following principles:

- **Fairness:** Each complaint will be considered impartially and without prejudice.
 - **Respect:** Complainants will be treated courteously and listened to fully.
 - **Confidentiality:** Information will be shared only with those directly involved in investigating or resolving the matter.
 - **Timeliness:** Complaints will be addressed as quickly as possible.
 - **Learning:** Feedback will be used to improve services and professional practice.
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5. Informal Resolution (Stage 1)

Wherever possible, complaints should be raised **informally** in the first instance.

- Concerns can be discussed directly with [Your Name] via email, phone, or in person.
- Every effort will be made to resolve the issue quickly and amicably within **10 working days**.

If the matter cannot be resolved informally or the complainant remains dissatisfied, they may make a **formal complaint**.

6. Formal Complaint (Stage 2)

Formal complaints should be made **in writing** (email or letter) to:

Marc Truyens

[Contact Email Address]

[Postal Address, if applicable]

The complaint should include:

- The name and contact details of the complainant;
- A clear description of the issue;
- Relevant dates or details;

- The outcome sought (if any).

Investigation and Response

- The complaint will be acknowledged within **5 working days**.
- A full investigation will be conducted, which may involve reviewing records, correspondence, or feedback from relevant parties.
- A written response outlining findings and any actions to be taken will be sent within **20 working days** of receipt, where possible.

If additional time is needed (e.g., during school holidays), the complainant will be informed.

7. Appeal (Stage 3)

If the complainant is dissatisfied with the outcome, they may request a review of the decision within **10 working days** of receiving the response.

The review will be conducted by:

- An independent colleague or associate (if available), or
- A senior representative of the partner school, if appropriate.

A final written decision will be provided within **15 working days**, and this will conclude the process.

8. Safeguarding and Legal Matters

If a complaint raises **safeguarding, discrimination, or legal concerns**, it will be referred immediately to the appropriate authority or the school's **Designated Safeguarding Lead (DSL)** in accordance with *Keeping Children Safe in Education (KCSIE)* and local safeguarding procedures.

9. Recording and Monitoring

- A confidential record of all complaints and outcomes will be kept securely for a **minimum of 3 years**.
 - Patterns or recurring issues will be reviewed as part of ongoing service improvement.
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10. Review and Policy Updates

This policy will be reviewed annually or sooner if required by changes in legislation, best practice, or service arrangements with schools.

Signed: _Marc Truyens_____

Name: Marc Truyens

Date: 31/08/2021